

## **Commuter Services Conditions of Carriage**

**Timetables:** The times published are those which Marshalls Coaches believe coaches will maintain but incidents may arise which cannot be foreseen or avoided. Liability cannot be accepted for losses arising from failure to adhere to the timetable for circumstances beyond our control. Drivers all have hands free mobile phone communication to help reduce delays and we operate a text and e-mail alert service.

**Tickets:** Tickets are not transferable and remain the property of the Company throughout their validity. Tickets will be inspected by the driver or ticket collector and withdrawn in case of misuse, e.g. use by a person other than to whom the ticket was issued. Passengers may not travel without a valid ticket and anyone who has purchased a season ticket but is not carrying it with them when boarding a coach will be required to purchase a ticket to travel, the cost of which is not refundable.

1. Service operates Monday to Friday, excluding Bank Holidays. Special services operate over Christmas and New Year.
2. Coaches only stop at places shown on the timetable.
3. For picking up and setting down points in London see timetable.
4. All times shown are subject to traffic conditions and circumstances beyond our control.
5. Services are operated subject to our terms and conditions, which are available on request.

### **Single/Daily Returns**

To be used only on day that they have been purchased for. These tickets cannot be refunded.

### **Weekly**

Tickets are valid for five continuous week days over a two week period. (Ignoring weekend days). Not including Bank Holidays.

e.g. Monday to Friday the same week or Wednesday to Tuesday the following week. These tickets cannot be refunded.

### **Four Weekly**

Tickets are valid for 20 consecutive days over a four week period (ignoring weekend days). Not including Bank Holidays

Refund will be made on the basis of all expired weeks or part weeks there of being charged at the weekly rate at the time of surrender. An administration charge of £15.00 will apply

### **10 Single journeys**

These tickets are valid for 364 days from the date purchased. These tickets are non-refundable.

### **Annual/Six Monthly Tickets**

These tickets can be purchased at any time and are valid for six months or one year. They are not transferable and the refund procedure is as follows:-

The ticket must be brought to us or posted immediately. Credit will be given from the time or from the date of the post mark on the envelope. Refunds will be made on the basis of all expired weeks or part weeks there of being charged at the weekly rate at the time of surrender. An administration of £15.00 will apply.

We will only replace lost, mislaid or stolen Six Monthly and Annual Tickets subject to the payment of an administration charge of £15.00

We are unable to refund tickets in case of illness, however in the case of annual season tickets these may be surrendered to our office and the period of validity frozen until you return to work. The ticket must be submitted to us along with another passport photo and either a doctor's or hospital certificate or a letter confirming your inability to work. When you return to work we will extend your ticket by the number of full working days that it has remained at our office.

Annual Season tickets can be surrendered to us and the period of validity will be extended by the issue of a new ticket taking into account the number of working days that the surrendered ticket remains in the hands of the management from the day (up to 17:00 hrs) it is surrendered until a replacement ticket is valid but not exceeding the statutory maternity/paternity leave. Official documentation confirming maternity/paternity leave must accompany this claim. Please supply another passport sized photo to allow us to issue a new ticket.